

Supplemental Nutrition Assistance Program (SNAP) Program Director
State of Tennessee
Department of Human Services
Division of Adult and Family Services

The Tennessee Department of Human Services (TDHS) is responsible for administering numerous services throughout Tennessee, including Families First, the state's Temporary Assistance for Needy Families (TANF) program, Food Stamps (now known as the Supplemental Nutrition Assistance Program or SNAP), Medicaid/TennCare, Child Support, Child Care Licensing, Child Care Assistance, Adult Protective Services, and Rehabilitation Services. With 133 office locations, DHS is one of the few state agencies with offices in all 95 counties.

TDHS is seeking to fill the position of the Supplemental Nutrition Assistance Program (SNAP) Program Director. This position is responsible for providing state office program direction, supervision, technical assistance, and leadership within the SNAP Program, as well as interface with our federal partners with the Division of Food & Nutrition Services. The SNAP program benefits are intended to supplement a household's monthly food budget to allow them to direct more of their available income toward essential living expenses. The program is the cornerstone of the federal food assistance programs, and provides crucial support to needy households and to those making the transition from welfare to work. The goals of the program are to alleviate hunger and improve nutrition and health.

Duties and Responsibilities

- Directs program staff in evaluation, planning, and development for a program area or for multiple program areas
- Maintains contact with service delivery and program staff in order to ensure that services are being provided adequately and without duplication
- Study relevant federal and state policies and procedures; determine applicability of new and revised policies and makes recommendations for changes to state policies; interpret policies and procedures for field staff
- Directs and administers the review of state policies and procedures for statewide program areas; present outcomes and measurements and expected future goals for service delivery
- Review contracts to ensure departmental requirements are met
- Review program delivery to ensure adherence to departmental policies and procedure
- Determine necessary corrective actions based on present outcomes and expected future departmental goals
- Handles complaints and answers questions regarding program delivery; specify problematic issues for subordinate staff to evaluate in order to identify circumstances of the complaints; issue final response to complaints based on relevant policies, procedures, and research
- Manage the preparation, submittal, and administration of program-operating budgets
- Evaluate department options for maximizing fiscal resources (i.e., federal grants, state grants, and reallocation of appropriated funds); summarize current and projected financial

position of the budget funding for the programs; project future revenue and expenses based on current trends

- Prepares proposals for new and existing programs; coordinates department budget with fiscal staff
- Manage the preparation of Federal waiver requests for Disaster Supplemental Nutrition.
- Make recommendations to legislature regarding divisional needs; prepares information for presentations to legislature
- Represent the Department at Federal, Regional and Statewide meetings and conferences.

Qualifications

- Bachelor's degree in Management, Business, Political Science, Social Work, etc. - Master's degree in the same is preferred
- Demonstrated ability to foster teamwork and progress toward a stated vision with a large scale workforce
- Exceptional writing and verbal skills, including presentation and public speaking skills

All interested candidates should submit a resume to:

Lisa Spencer

Assistant Commissioner – HR Operations and Organizational Performance

TN Department of Human Resources

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